

**PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION & SAFETY DIVISION
TRANSPORTATION ENFORCEMENT SECTION
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Moving Questionnaire/Complaint - FOR MOVES ENTIRELY WITHIN CALIFORNIA

YOUR INFORMATION:

Your Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ E-Mail Address: _____

1. Street address & city you moved from? _____

2. Street address & city you moved to? _____

3. Date you first contacted the moving company? _____

4. Date you booked your move? _____

5. Date of your move? _____

MOVING COMPANY INFORMATION:

Name: _____ Cal PUC T# _____

Address: _____

Telephone: _____ Contact Person: _____

6. How did you locate the moving company? (check all that apply)

Yellow Pages ☐ Internet ☐ Newspaper ☐ Other ☐

Additional information (e.g. name of directory, year & page number; URL; name of newspaper & date of ad):

7. On your first contact with the mover, what was the rate quoted? _____

Were you given a price for cash vs. credit card? Yes ☐ No ☐

Were you charged more for paying with a credit card vs. paying with cash? Yes ☐ No ☐

Please explain _____

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8. **DID** a moving company representative offer to come to your residence to give you a written estimate (*based on visual inspection*) prior to your move? Yes [☐] No [☐]

If yes, what was the amount of the written estimate? _____

9. **WERE** you provided with a copy of the **Important Notice about Your Move** document, which includes a "**Not to Exceed**" price at least three days prior to the date of the move? Yes [☐] No [☐]

When did you receive it? _____

10. **WERE** you provided with a copy of the **Important Information for Persons Moving Household Goods** booklet at least three days prior to the date of the move? Yes [☐] No [☐]

When did you receive it? _____

11. **WERE** you provided, at least three days prior to the date of the move, a copy of the **Agreement/Freight Bill** (contract), which indicates the rate you were being charged for the move and a "**Not to Exceed**" price?

Yes [☐] No [☐] When did you receive it? _____

12. **WERE** you provided with a completed copy of the **Agreement/Freight Bill** (contract) at the end of your move?

Yes [☐] No [☐] When did you receive it? _____

12. **DID** the movers show up at the scheduled time? Yes [☐] No [☐]

Scheduled arrival time _____ Actual arrival time _____

If delayed, did the mover notify you of their delay? Yes [☐] No [☐]

If yes, what was their explanation? _____

13. **DID** a moving company representative explain *prior to commencing the move* that you had a choice of valuation options? Yes [☐] No [☐] If yes, when _____

Which option did you choose? Basic [☐] Actual Cash Value [☐] Full Cash (Replacement) Value [☐]

14. **IF** no estimate was given **PRIOR** to moving day, did a moving company representative perform a walkthrough to review the items to be moved? Yes [☐] No [☐]

Were you given a "**Not to Exceed Price**" agreeable to you **BEFORE** packing or loading your items? Yes [☐] No [☐]

15. **PRIOR** to packing or loading, did a moving company representative give you a copy of the **Agreement/Freight Bill**? Yes [☐] No [☐]

When did you receive your copies? _____

Did you receive a completed copy of the **Agreement/Freight Bill** after the move? Yes [☐] No [☐]

When did you receive your copies? _____

16. **HOW** many movers showed to perform your move? _____

17. **DID** the movers bring sufficient furniture pads, dollies, tools and a clean truck in good running condition?

Yes [☐] No [☐] If no, please explain _____

18. **DID** the movers act in a knowledgeable and professional manner during the move? Yes [☐] No [☐]

If no, please explain _____

19. **DID** you ask for any additional services to be provided either prior to or after the move commenced?

Yes [☐] No [☐]

If yes, what services did you ask for? _____

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20. **PRIOR** to performing these additional services, did a moving company representative ask you to sign a document called a ***Change Order for Services***, with a new "***Not to Exceed***" price? Yes [☐] No [☐]

When was it given to you? _____

21. **HOW** much did you pay for the move? _____

What is the overcharge amount you are claiming? _____

22. **DID** you request your household goods placed into storage as part of your move? Yes [☐] No [☐]

If yes, for how long? _____

23. **WAS** there loss or damage to your household goods during your move? Yes [☐] No [☐]

If yes, when did you notify the moving company, *in writing*, of the damages? _____

What was the total amount of loss and damages you were claiming? _____

Did the moving company acknowledge your written claim? Yes [☐] No [☐]

When was your claim resolved? _____

24. **IF** dissatisfied with the move, did you pursue further action? Yes [☐] No [☐]

With whom? Arbitration [☐] Small claims [☐] Other Courts [☐]

What was the disposition? _____

25. Comments (attach additional sheets if necessary) _____

Please attach photocopies of all your moving documents (i.e. Agreement For Moving Services, Shipping Order/Freight Bill, Important Notice About Your Move, Estimates, Change Order for Services, letters and email, completed claim forms, Inventory sheets, photographs of damages, etc.)

Shipper/Customer Signature

Date